



Everyone with Diabetes Counts Frequently Asked Questions for Volunteers and Community Partners

What is Everyone with Diabetes Counts?

The Everyone with Diabetes Counts (EDC) national initiative is part of a five year contract that Telligen has with the Centers for Medicare & Medicaid Services (CMS). The EDC program aims to improve health outcomes and reduce issues of health disparities among people with diabetes.

As part of the EDC program, trained educators from Telligen and local community volunteers offer Diabetes Self-Management Education (DSME) throughout Iowa using a model called the Diabetes Empowerment Education Program (DEEP). DEEP incorporates the needs, goals and life experiences of the person with diabetes and is guided by evidenced-based standards.

What type of commitment is involved with the classes? How many sessions?

The program consists of six (6) classes of approximately 1 ½-2 hours in length. Some locations are adjusting these to fit their individual needs.

Participants are asked to take a brief survey before the first class and a post-test after the closing session. These are anonymous and used only to evaluate the success of the program.

What will participants learn?

Participants learn how to self-manage their diabetes for a better quality of life. The classes help patients understand diabetes and its risks as well as the importance of diet, exercise, keeping regular physician exams, receiving annual foot and eye exams, managing medications and much more. Overall, it teaches participants how to live healthier and have a better quality of life.

Who can participate?

People with traditional Medicare, Medicare Advantage, or Medicare and Medicaid (known as dual-eligible) that have a diagnosis of either pre-diabetes or diabetes are eligible to participate. Family, spouses or caregivers of diabetic patients are also welcome to attend. No one is turned away.

What is the cost associated with the classes?

There are no costs associated with participation.

Where will classes be held?

EDC provides education at a local level. Classes can be held at churches, community centers, physician offices, hospitals, schools—virtually anywhere someone is willing to host a class.



Becoming a Community Volunteer

Are there opportunities to volunteer?

To be successful and continue the program after funding ends, EDC is counting on the help of community volunteers. Volunteer opportunities range from offering to host or promote a class all the way up to receiving training and offering classes in your community. Volunteers are needed to:

Promote the EDC project

- Assist with recruiting Medicare beneficiaries with diabetes to attend classes
- Participate in train-the-trainer workshop so that we can continue to sustain the improvements made over time
- Donate meeting space
- Promote a broader public awareness of diabetes and diabetes education
- Educate patients on the basics of diabetes and what it means for their health
- Encourage patients to get A1C and lipids tests in addition to eye exams, foot exams, and weight and blood pressure management

Can volunteers teach diabetes self-management education classes?

Telligen-certified DEEP educators are conducting DEEP training for interested volunteers who want to become certified peer educators. The peer educator workshop is a three-day training program that focuses on program planning, implementation and evaluation, ultimately preparing volunteers to offer DSME to the community.

What is the curriculum for volunteer trainers?

Volunteers receive the same DEEP training as project staff. The curriculum focuses on the prevention and control of diabetes, including related complications and disabilities, the importance of regularly-scheduled doctor's visits, eye exams, foot exams, A1c tests, and proper diet and exercise. Training is conducted by DEEP certified lead trainers.

What type of credentials do volunteer trainers need?

Volunteers are not required to have any specific credentials to participate in the project.

How much time is required to teach a class?

Volunteers will need to dedicate enough time to attend a train-the-trainer program (2 ½ - 3 days) and then be willing to dedicate time to teach classes in the community. A complete course consists of six (6), 2 hour sessions.

Where can I get more information?

Contact Amy Fletcher at <mailto:iaqiosupport@area-d.hcqis.org> or (515) 440-8600.